

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

Listing of Claims:

1. (Currently Amended) A method for managing a change in hardware, said method comprising:

accessing ~~an~~ a plurality of image forming apparatus
apparatuses of a ~~user~~ plurality of users through a computer
5 network and acquiring information on the ~~apparatus~~ apparatuses of
the ~~user~~ users, said information on the apparatuses comprising
count data of at least one of printing and copying;

acquiring information on a part to be changed from image
forming apparatuses that require the part change;

10 generating information on the image forming ~~apparatus~~
apparatuses that ~~requires~~ require the part change, ~~from based on~~
the information on the ~~apparatus~~ apparatuses of the ~~user~~ users
and the information on the part to be changed;

15 providing the information on the ~~apparatus~~ apparatuses that
~~requires~~ require the part change to a terminal operated by a
maintenance administrator; and

calculating a total number of parts to be changed based on
the information on the ~~apparatus~~ apparatuses that ~~requires~~
require the part change.

Claims 2 and 3 (Canceled).

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

4. (Currently Amended) The method according to claim 1, further comprising generating order data for the part to be changed ~~from~~ based on the calculated total number of parts to be changed.

5. (Previously Presented) The method according to claim 4, further comprising transmitting the order data to a service parts system.

6. (Currently Amended) The method according to claim 1, wherein the acquired information on the part to be changed includes solution information, and the solution information is provided to the terminal operated by the maintenance administrator along with the information on the ~~apparatus~~ apparatuses that ~~requires~~ require the part change.

7. (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~ users includes a product manufacture number.

8. (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~ users includes information on an option configuration.

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

9. (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~ users includes information on a network configuration.

10. (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~ users includes usage condition information.

11. (Currently Amended) The method according to claim 1, wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~ users includes software information.

12. (Currently Amended) A system for managing a change in hardware, said system comprising:

an apparatus information acquiring section which accesses an
a plurality of image forming apparatus apparatuses of a ~~user~~
5 plurality of users through a computer network and acquires
information on the ~~apparatus~~ apparatuses of the ~~user~~ users, said
information on the apparatuses comprising count data of at least
one of printing and copying;

a change information acquiring section which acquires
10 information on a part to be changed from image forming
apparatuses that require the part changed;

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

an information generating section which generates
information on the image forming ~~apparatus~~ apparatuses that
~~requires~~ require the part change, ~~from~~ based on the information
15 on the ~~apparatus~~ apparatuses of the ~~user~~ users and the
information on the part to be changed;

a providing section which provides the information on the
~~apparatus~~ apparatuses that ~~requires~~ require the part change to a
terminal operated by a maintenance administrator; and

20 a calculating section which calculates a total number of
parts to be changed based on the information on the ~~apparatus~~
apparatuses that ~~requires~~ require the part change.

Claims 13 and 14 (Canceled).

15. (Currently Amended) The system according to claim 12,
further comprising an order data generating section which
generates order data for the part to be changed ~~from~~ based on the
calculated total number of parts to be changed.

16. (Previously Presented) The system according to
claim 15, further comprising a transmitting section which
transmits the generated order data to a service parts system.

17. (Currently Amended) The system according to claim 12,
wherein the acquired information on the part to be changed

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

includes solution information, and the solution information is
provided to the terminal operated by the maintenance
5 administrator along with the information on the ~~apparatus~~
apparatuses that ~~requires~~ require the part change.

18. (Currently Amended) The system according to claim 12,
wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~
users includes a product manufacture number.

19. (Currently Amended) The system according to claim 12,
wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~
users includes information on an option configuration.

20. (Currently Amended) The system according to claim 12,
wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~
users includes software information.

21. (Currently Amended) The system according to claim 12,
wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~
users includes usage condition information.

22. (Currently Amended) A computer-readable storage medium
having computer-readable program code stored thereon for causing

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

a computer to manage a change in hardware, said computer-readable program code comprising:

5 computer readable program code for causing the computer to access ~~an~~ a plurality of image forming apparatus apparatuses of a ~~user~~ plurality of users through a computer network and acquire information on the ~~apparatus~~ apparatuses of the ~~user~~ users, said information on the apparatuses comprising count data of at least
10 one of printing and copying;

computer readable program code for causing the computer to acquire information on a part to be changed from image forming apparatuses that require the part changed;

computer readable program code for causing the computer to
15 generate information on the image forming ~~apparatus~~ apparatuses that ~~requires~~ require the part change, ~~from~~ based on the information on the ~~apparatus~~ apparatuses of the ~~user~~ users and the information on the part to be changed;

computer readable program code for causing the computer to
20 provide the information on the ~~apparatus~~ apparatuses that ~~requires~~ require the part change to a terminal operated by a maintenance administrator; and

computer readable program code for causing the computer to calculate a total number of parts to be changed based on the
25 information on the ~~apparatus~~ apparatuses that ~~requires~~ require the part change.

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

Claims 23 and 24 (Canceled).

25. (Currently Amended) The computer-readable storage medium according to claim 22, wherein said computer-readable program code further comprises computer readable program code for causing the computer to generate order data for the part to be
5 changed ~~from based on~~ the calculated total number of parts to be changed.

26. (Previously Presented) The computer-readable storage medium according to claim 25, wherein said computer-readable program code further comprises computer readable program code for causing the computer to transmit the order data to a service
5 parts system.

27. (Currently Amended) The computer-readable storage medium according to claim 22, wherein the acquired information on the part to be changed includes solution information, and the solution information is provided to the terminal operated by the
5 maintenance administrator along with the information on the ~~apparatus~~ apparatuses that ~~requires~~ require the part change.

28. (Currently Amended) The computer-readable storage medium according to claim 22, wherein the information on the

Application No. 10/002,772
Response to Final Office Action

Customer No. 01933

~~apparatus~~ apparatuses of the ~~user~~ users includes a product manufacture number.

29. (Currently Amended) The computer-readable storage medium according to claim 22, wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~ users includes usage condition information.

30. (Currently Amended) The computer-readable storage medium according to claim 22, wherein the information on the ~~apparatus~~ apparatuses of the ~~user~~ users includes software information.

31. (Previously Presented) The method according to claim 11, wherein the software information comprises software version information.

32. (Previously Presented) The system according to claim 20, wherein the software information comprises software version information.

33. (Previously Presented) The computer-readable storage medium according to claim 30, wherein the software information comprises software version information.